



CITY OF HAYWARD

AGENDA REPORT

AGENDA DATE 02/05/02

AGENDA ITEM 4

WORK SESSION ITEM _____

TO: Mayor and City Council

FROM: City Manager

SUBJECT: Professional Services Contract to Provide Computer Training for the Windows 2000 Migration Project

RECOMMENDATION:

It is recommended that City Council approve the attached resolution authorizing the City Manager to execute a contract with Computer Training Resources, Inc., (CTR) to provide computer training for the Windows 2000 Migration Project.

BACKGROUND:

As part of the adopted budget, the City Council approved the Two-Year Technology Work Plan. One of the major projects of the Plan is creating a single, consolidated citywide computer network. An important aspect of this consolidation is the migration of 450 computer users to Windows 2000 software. The entire migration process is scheduled to begin in February 2002 and be completed by July 2002.

The upgrade to the Window 2000 applications of Word, Excel, PowerPoint and Access will not require immediate training for computer users, since the 2000 formats are similar to versions now in use. However, the migration from GroupWise email and calendar to Outlook 2000 email and calendar will require immediate user training support. The increased use of electronic email and calendaring over the years has made these tools important in conducting business. The differences between these two applications are sufficiently different to make instruction necessary.

TRAINING PROVIDER SELECTION PROCESS

Given the magnitude of the migration and the volume of user education required, it is necessary to contract with an outside company to provide the Outlook 2000 training. The training company selected has to meet the following selection criteria:

- Experienced in Windows 2000 training for business and/or government organizations;
- Experienced in providing Outlook 2000 training support as part of a large migration process;
- Sufficiently staffed by experienced trainers in Outlook 2000 to meet the training schedule for the six-month migration timeframe for 450 users;
- Employ trainers with in depth and working knowledge of Outlook 2000 and GroupWise;

- Flexibility in tailoring training curriculum to fit the two half-day training timeframe;
- Experienced in providing written material that proves to be practical and useful for employees when they return to the job;

Seven computer training providers were invited to submit proposals for providing Outlook 2000 training. All seven responded. Each training provider was also asked to submit the resumes of the trainers who would be used on the project if selected. The proposed costs ranged from \$24,000 to \$52,300 for the total project.

Staff contacted client references and reviewed the material that was submitted for all seven training providers. The training provider that is recommended is Computer Training Resources, Inc. (CTR) in Fremont. CTR has over 17 years experience as a computer training provider in the Bay Area, and meets each of the selection criteria. Client references were all positive with specific references to the flexibility demonstrated by CTR in meeting client needs, positive user evaluations of the training, good instructors, and useful training materials.

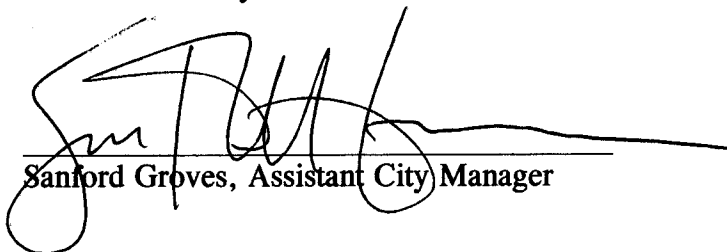
The cost proposed by CTR for providing 450 users with two half-days of on-site training between February and July 2002, including customizing content and handout material, is \$35,000. Although not the least costly, CTR is recommended because of their extensive and successful experience in providing computer training to support GroupWise to Outlook migration projects in other government and business organizations. A copy of the draft agreement is available in the City Clerk's Office for review.

Prepared by:



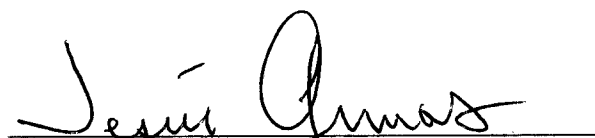
Millie Saad, Assistant to the City Manager

Recommended by:



Sanford Groves, Assistant City Manager

Approved by:



Jesús Armas, City Manager

DRAFT

HAYWARD CITY COUNCIL 

RESOLUTION NO. 02-

Introduced by Council Member _____

RESOLUTION AUTHORIZING THE CITY MANAGER
TO NEGOTIATE AND EXECUTE AN AGREEMENT
WITH COMPUTER TRAINING RESOURCES,
INC. FOR THE CITY'S COMPUTER -TRAINING PROVIDER
FOR THE WINDOWS 2000 MIGRATION PROJECT

BE IT RESOLVED by the City Council of the City of Hayward that the City Manager is hereby authorized and directed to negotiate and execute an agreement with Computer Training Resources, Inc. as the computer-training provider for the Windows 2000 migration Project, a copy of which is on file in the office of the City Clerk, in an amount not to exceed \$35,000, in a form to be approved by the City Attorney.

IN COUNCIL, HAYWARD, CALIFORNIA _____ , 2002

ADOPTED BY THE FOLLOWING VOTE:

AYES: COUNCIL MEMBERS:

NOES: COUNCIL MEMBERS:

ABSTAIN: COUNCIL MEMBERS:

ABSENT: COUNCIL MEMBERS:

ATTEST: _____
City Clerk of the City of Hayward

APPROVED AS TO FORM:

City Attorney of the City of Hayward